

ADVOCACY, CHOICE & CONTROL



Participant Information

Document	Advocacy, Choice & Control	Version	Rev.2
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Your right to be supported in your decisions

- You may choose a family member, friend or member of an advocacy service to act as your advocate.
- Your advocate can support you in discussions about your services, assessments, reviews, communication, negotiations and complaints.
- You can change your advocate at any time. Brighter Days Community Care will ask for an updated authority form so everyone is clear about who is authorised to act for you.
- Your advocate should act in your best interests and keep you informed about matters affecting your services.

1. What is an advocate?

An advocate is a person you choose to support or represent your interests in your dealings with Brighter Days Community Care. The audited Authority to Act as an Advocate form recognises that an advocate may be a family member, friend or a member of an advocacy service.

2. What can an advocate help with?

- Attending or being involved in assessments and reviews of your situation and services.
- Supporting communication or negotiation with Brighter Days Community Care.
- Helping you raise feedback, concerns or a complaint.
- Discussing relevant parts of your plan of care and services where you have authorised this.
- Helping you understand developments affecting the services you receive.

3. Your choice and control

You remain central to decisions about your supports. Appointing an advocate does not remove your right to be informed or involved. The advocate is expected to keep you informed and act in your best interests.

You may change your chosen advocate whenever you wish. Brighter Days Community Care asks that a new Authority to Act as an Advocate form be completed whenever the arrangement changes.

4. Your privacy and consent

Where you authorise an advocate, Brighter Days Community Care may discuss relevant details of your plan of care and services with that advocate when needed. The scope of that authority should be clear and recorded.

The separate Participant Consent Form is used where consent is required for sharing personal or health information with other services or agencies.

5. Responsibilities of an advocate

- Have the participant's written authority to act as their advocate.
- Make sure Brighter Days Community Care knows they are acting as the participant's advocate.
- Act in the participant's best interests.
- Keep the participant informed about issues and developments relating to their services.
- Be familiar with the Participant Handbook and relevant care or support planning information.
- Encourage the participant to provide feedback about the services they receive.
- Tell Brighter Days Community Care about relevant changes in the participant's circumstances or concerns about changing needs.
- Step out of the role if the participant no longer wants them to act as advocate.

6. How to appoint or change an advocate

Complete the Brighter Days Community Care Authority to Act as an Advocate form. The form records the participant's details, the advocate's details, the date the authority starts, and signatures confirming the arrangement.

A new form should be completed whenever the participant changes their advocate so that current authority is clear.

7. Contact Brighter Days Community Care

Email: info@brighterdayscommunitycare.com.au

If you need help to understand or complete the advocacy authority form, contact Brighter Days Community Care and ask for assistance in a communication format that works for you.

Important

This participant information sheet explains the advocacy arrangements contained in Brighter Days Community Care's audited Authority to Act as an Advocate form. The signed Authority to Act as an Advocate form remains the operative record of a participant's nominated advocate.

End of Advocacy, Choice & Control Participant Information